



Medical Associates Health Plans

**PO Box 5002
1605 Associates Drive
Dubuque, IA 52004-5002**

**Phone Number (563) 556-8070 FAX Number (563) 556-5134
www.mahealthcare.com**

Type of Plan Health Maintenance Organization
Total Number of Members 32,397
Years of Operating Experience 20
Total Number of Primary Care Physicians (PCPs)..... 129
Percentage of PCPs Accepting New Patients..... 95%
Percentage of Board Certified Specialty Care Physicians 84%
Number of Hospitals Affiliated with Plan 14
Number of Urgent Care Facilities 4
Number of Dentists Open Access
Percentage of Dentists Accepting New Patients 100%

ADDITIONAL INFORMATION

Referral/Prior Authorization Requirements	When a Medical Associates Health Plans member's primary care doctor or specialist wants to send a member to a non-plan provider for a covered service, the member must have a referral authorization by the Plan Medical Director.
Medicare Claims Procedure	Claims for members who are also covered by Medicare will be automatically processed by the Health Plan. Members are required to see participating physicians for coverage of coinsurance and deductible by the plan.
Prescription Drug Policy	Medical Associates Health Plans has a closed formulary. Participating physicians and contracting pharmacies have information relative to the formulary and compliance. Prior authorization is not required. Additional information can be obtained from Medical Associates Health Plans.
Dispensing Policy	No exceptions for 30 day supply dispensing limit.
Mail Order	Yes.
Disposable Diabetic Supplies Procedure	Supplies must be purchased from a participating pharmacy. You will be required to pay the 20% coinsurance at the time of purchase. This includes syringes.
Outpatient Mental Health Network/Policy	Outpatient mental health services are provided by Medical Associates Health Plans participating physicians and providers. The member must have a referral authorized by the Mental Health Department
24-Hour Nurse Line	(563) 556-4357 or 1-800-325-7442
PCP Restrictions	There are no restrictions in choosing a participating primary care physician.
Dental Benefits If Provided	Routine periodic exams at 6 months intervals - 100% coverage Full mouth x-rays once in any 3 year interval, and bite wing x-rays at 1 year intervals- 100% coverage. Limited to usual, customary and reasonable fees. Topical fluoride applications, once in any 6 month interval - 100% coverage. Open access for dental providers.

ADDITIONAL INFORMATION

Quality Improvements Initiative	<ul style="list-style-type: none"> • Improve member access for behavioral health according to National standards. • High risk diabetics will be monitored closely for improved outcomes and less inpatient/ER visits. • Improved cholesterol screening and management. • Claims received and processed within 10 calendar days.
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Counties in Service Area	Hospitals in County	Major Providers in County *
Dubuque, IA	Finley Hospital Mercy Medical Center-Dubuque Mercy Medical Center-Dyersville	Medical Associates Clinic, P.C. East and West Campus and all satellites.
Grant County, WI	Boscobel Area Health Care Grant Regional Health Center-Lancaster Southwest Health Center-Platteville	Associated Hearing and Balance Clinic (Audiologist) Boscobel Clinic Bluff Street Clinic Gundersen Vision Center – Boscobel Family Resource Center – Platteville (Behavioral Health) Fennimore Clinic Fennimore Plattner Clinic Grant Regional Family Practice Lancaster Family Medical Center Medical Associates Clinic – Cuba City Medical Associates Clinic – Platteville Nicolai Vision Clinic Potosi-Tennyson Medical Center WKM Psychology Clinic - Fennimore (Behavioral Health) WKM Psychology Clinic – Lancaster (Behavioral Health) WKM Psychology Clinic – Platteville (Behavioral Health) Boscobel Counseling Services
Crawford County, WI	Prairie du Chien Memorial Hospital	Gunderson Lutheran Clinic Gunderson Lutheran Podiatry Gunderson Vision Center
Iowa County, WI	Upland Hills Health	Dodgeville Medical Center Dr. McKenzie Optometry Office Mineral Point Medical Center
Lafayette	Memorial Hospital of Lafayette County – Darlington	Argyle Clinic Eye Care Centre, Ltd. Medical Associates Family Practice Clinic - Darlington Memorial Hospital of Lafayette County - Outpatient Clinic Shullsburg Clinic Family Resource Center - Darlington (Behavioral Health)
University of Iowa and University of Wisconsin Hospital and Clinics upon referral		

* This column provides only a general summary of major provider groups. For a complete listing, please contact the plan at the phone number on the preceding page.